

Jacobsen®

Residential carpet warranty *information*



ALL JACOBSEN CARPETS ARE COVERED BY THE NZ CONSUMER GUARANTEES ACT 1993. JACOBSEN ENDORSE AND RECOGNISE ALL RIGHTS OF THE CONSUMER UNDER THE CONSUMER GUARANTEES ACT. THEREFORE, THE CARPET SUPPLIED MUST BE FIT FOR PURPOSE AND FREE OF MANUFACTURING DEFECTS.

JACOBSEN CARPET WARRANTY

Jacobsen carpets are designed and are suitable for *Extra Heavy Duty* use in private residential homes. General wear and tear should be expected and is excluded from this warranty.

No carpet is completely stain proof, but the Jacobsen range has been specifically selected to offer superior stain resistance. This will increase your ability to clean up stains, not prevent stains.

This warranty expressly excludes and does not extend warranty coverage to any of the substances or causes of damage identified below:

- Failure to follow the care and stain removal procedures contained in this guide
- All non-food and non-beverage substances.
- Food and beverages which contain dyes (e.g. curry, soy sauce and mustard)
- Extremely hot liquids
- Substances which destroy or change the colour of the carpet (e.g. food colouring, bleaches, drain cleaners, plant food, very strong dyes, acids, faeces, urine, vomit and pet stains)
- Soiling in very heavy traffic areas such as stairs and staining which becomes permanent due to the failure to carry out the care and stain removal procedures contained in this guide
- Excludes all clearance items

The warranty will only apply to first grade carpet, installed professionally, on new underlay and the claim must be made by the original purchaser.

You must have attempted to clean the stain using the recommended guidelines. If the affected area remains unsatisfactory after using these cleaning procedures, then have the affected area professionally cleaned.

If the affected area is still unsatisfactory after professional cleaning then you must, within 30 days, make a claim to the *retailer you purchased the carpet from*.

WARRANTY REPLACEMENT VALUE

If your carpet has been determined as unable to be repaired, we will offer replacement of a new carpet of the same or comparable type available through Jacobsen.

Like any asset, the value of your carpet also depreciates over time and with wear. Our warranty allows for the following depreciation table to determine the value of replacement materials:

Years	Prorated Material Cost*
1-5 years	100%
6 years	70%
7 years	50%
8 years	30%
9 years	10%
10 years	5%
10+ years	0%

*Cost of installation is not included

Please see our [Residential Warranty](#) for further information.

Caring for your carpet



REGULAR VACUUMING

The most important step in caring for your carpet is regular vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. A good quality vacuum cleaner is vital to prolonging the life of your carpet. A light vacuum is recommended at least twice a week and a thorough vacuum weekly.

All types of cleaner heads are suitable for cut pile carpets. For loop pile carpets, use a vacuum cleaner with a smooth, brushless head.

CLEAN UP SPILLS AS SOON AS THEY HAPPEN

Fast action to any spillages will limit the penetration of the spill into the carpet fibres and pile. In the case of spills, remove the excess spillage by first scraping away any solids and blotting any liquids with a white cloth or paper towel. Do not scrub, always blot; never rub or scrub abrasively as a fuzzy area may result.

Always begin at the outer edge and work towards the middle of the affected area. Follow this treatment with cold water, apply the cold water with a sponge to rinse out as much of the spill as possible, then blot with a white cloth or paper towel. If the spill is serious or you are unsure of what it is, it's best to call in the experts straight away rather than tackling it yourself.

TREATMENT

Never scrub or rub at your carpet.

Method 1

Step 1: Solvent + blot

Step 2: Detergent + blot

Step 3: Rinse with water + blot dry

Method 2

Step 1: Detergent + blot

Step 2: Ammonia + blot

Step 3: Detergent + blot

Step 4: Rinse with water + blot dry

Method 3

Step 1: Detergent + blot

Step 2: Mix acid and detergent + blot

Step 3: Rinse with water + blot dry

Method 4

Step 1: Detergent + blot

Step 2: Ammonia + blot

Step 3: Acid + blot

Step 4: Rinse with water + blot dry

Method 5

Step 1: Freeze solid with ice cubes

(in a plastic packet)

Step 2: Shatter and break off the gum

Step 3: Solvent + blot

Step 4: Blot dry

Method 6

Step 1: Mix ammonia and detergent + blot

Step 2: Rinse with water + blot dry

Method 7

Step 1: Detergent + blot

Step 2: Acid + blot

Step 3: Rinse with water + blot dry

Method 8

Seek professional advice. These procedures may be repeated for stubborn stains but not more than 2 or 3 times as excess residue will be left resulting in premature re-soiling and possible fibre damage.

SPOT TREATMENT	SPOT TREATMENT STEPS	
	STEP 1	STEP 2
Alcohol / Beer / Wine	3	
Asphalt / Tar	1	
Blood	2	
Butter	1	
Chewing Gum	5	
Chocolate	2	
Coffee	3	
Oils	1	
Egg	2	
Faeces	2	
Fruit Juice	3	
Furniture Polish	1	
Gravy / Sauces	1	
Hair Spray	1	
Hand Cream	1	
Ice Cream	2	
Ink (Ball point / Felt tip)	1	
Ink (Fountain)	4	
Lipstick	1	
Milk	2	
Mustard	3	8
Nail Varnish	1	
Paint (Oil Bases)	1	
Paint (Water Based - Fresh)	2	
Paint (Water Based - Old)	1	
Rust	8	
Salad Dressing	1	
Shoe Polish	1	
Soot	1	
Tea	3	
Tomato Sauce	2	
Toothpaste	2	
Urine (Fresh/Wet)	6	
Urine (Dry)	7	
Vomit	4	
Wax Crayons	1	

Carpet performance

To ensure that you have a good understanding of your carpet and what to expect from it over time, it is important to consider some key characteristics. Below we have provided a summary of some of the main features that you should be aware of, although we recommend consulting the individual product warranties for further details.

COLOUR VARIATION

It is normal for installed carpet to show minor colour variation from selling samples. There can be a minor variation between dye lots. Colour appearance can vary depending on the type of light under which a sample is viewed and the light sources where the carpet is installed. Viewing of the sample at your residence and under different light conditions prior to making your final decision is recommended.

TRACKING AND MATTING

All carpets will change in appearance over time, primarily due to foot traffic. Tracking and matting are wear-induced characteristics that are more likely to occur on stairs, in front of chairs and in other high-traffic areas. Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. Placing rugs in these areas will assist in its prevention.

HIGH USE AREAS AND HALLWAYS

All carpets will change in appearance over time, especially in high-traffic areas. Matting and pile flattening can occur, resulting in the entanglement of fibres from tuft to tuft. This can be minimised with periodic professional cleaning and regular vacuuming.

WRINKLING AND RUCKING

Wrinkling may occur after installation due to excessive humidity or not using the recommended installation procedures. This is not considered a carpet fault and can usually be corrected by a competent installer.

FADING AND COLOUR CHANGE

Carpets will gradually lose colour over time when exposed to direct sunlight, and pile flattening through use can also give the appearance of fading. It is recommended to protect carpets from prolonged periods of direct sunlight and other environmental factors that can cause colour change.

VACUUMING

For loop pile carpets, it is advisable to utilise a vacuum cleaner with a smooth, brushless head for regular cleaning. Given that certain vacuum floor-head models incorporate stiff bristles, we advise against employing turbo or power-driven heads, as these can potentially harm your carpet.

For cut pile carpets and a combination of cut and loop pile carpets, all types of cleaner heads are suitable. However, it is important to be mindful of excessive use of a revolving brush-style vacuum cleaner head, as it may impact the appearance of your carpet over time.

SHEDDING

All carpets will shed a small amount of fibre when they are first installed. It is caused by some residual fibres left over from the manufacturing process. However, nylon will stop this shedding process after a short time unlike natural fibres that will continue to shed for the duration of their lifetime.

PATTERN MATCHING AND SKEWING

Repeating patterns may not precisely match along the length or width of the carpet. Installation of patterned or textured carpet requires more time and effort. A competent carpet layer should be able to obtain a close pattern match in most circumstances, however some irregularities may still be visible. All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable.

MISSING OR DAMAGED TUFTS

Pets can damage your carpet by scratching at the pile. Moving furniture can also damage your carpet. This damage can be repaired by a skilled installer or professional repairer. It is advisable to retain a small section of new carpet for this purpose.

Wool performance

While 100% Wool Carpets may look similar to other carpet styles, they require specific care to ensure their continued performance and aesthetic look long into the future.

VACUUMING

It is essential to select an appropriate vacuum cleaner. DO NOT select a vacuum with a power-driven head and hard bristles. This will damage pure wool loop-pile carpet. Our recommendation is for a good quality vacuum cleaner with a soft brush on a turbo head, such as a Miele TurboBrush Floorhead, with high-power suction and a HEPA (high-efficiency particulate air) filter.

For further recommendations please contact our Customer Service team on 0800 800 460.

SHEDDING

Pile shedding is the term used to describe the release of very small fibres from the carpet yarn that collect on the surface of new woollen carpet. What you may call 'fluff'.

This typically occurs during the first six to nine months following installation. Shedding is activated by foot traffic and vacuuming and is usually only seen in new carpet installations. As a carpet 'settles' or 'beds down,' shedding becomes increasingly less noticeable. However, the thicker and heavier the pile, the greater the shedding can be.

Shedding is not a manufacturing defect but rather a characteristic feature of a new, quality pure wool carpet. The best and most effective way to remove shed fibres is to regularly use a quality vacuum cleaner with good suction and a rotating soft turbo brush. The vacuum brush must ONLY skim the top of the carpet, otherwise it may cause the carpet to fuzz and permanently damage it.

COLOUR VARIATION

Each carpet is unique and shade and/or pattern may vary slightly between samples and the final installed carpet. Shade and pattern variations occur between dye lots and within production runs and is considered normal within recognised textile industry standards. Lighting can also have an affect the way colour appears; depending on the type of lighting which a sample is viewed under and the light sources where the carpet is installed.

GEOMETRIC PRINTED OR PATTERNED CARPETS

While our suppliers use the very best available techniques to minimise pattern distortion during manufacturing, the nature of textile products means that some distortion, from shrinkage or stretch during and after manufacture is unavoidable. It is not possible to guarantee a perfect pattern match.

A patterned carpet requires more time, effort and skill to install. A competent carpet installer should be able to obtain a close pattern match in most circumstances though some irregularities may still be visible, particularly over multiple-width installations.

FADING

Carpets, like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight and should be protected from prolonged periods of direct sunlight. Colour change can also occur as the result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzoyl peroxide and other household items. The occurrence, known as ozone damage, is largely unexplained but appears to be more prevalent in coastal areas with a high ultra-violet content.



Jacobsen®

For more information on our residential carpets contact your nearest retailer | 0800 800 460 | jacobsen.co.nz